DayMark 9700
Food Rotation Terminal
Quick Start Guide
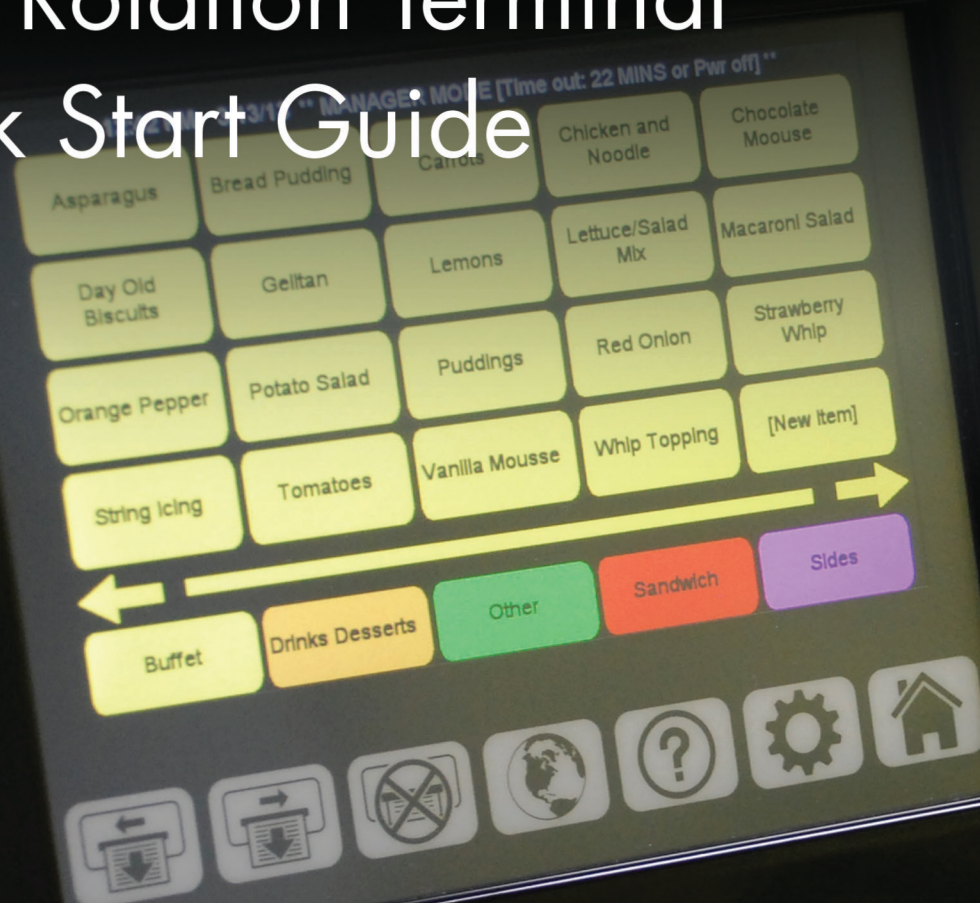
THE DIFFERENCE IS
NIGHT AND DAY.™

DayMark®
Safety Systems

#3004

Installation and Setup

1. Plug the power cord of the terminal into an electrical outlet, then into the electrical input on the rear of the machine.

2. To turn the terminal on, use the power switch located at the rear of the left side of the terminal, as shown in figure.

3. After you power on the terminal wait until the software has completely loaded.

4. Once you see the home screen you can continue to step 5.

5. Grasp the sides of the display, then pull and lift up.

6. The display will end up in a horizontal position when completely open.

7. Grasp blue plastic lock and slide left until the metal top opens.

8. Drop the DayMark and DayMark-approved labels can be place into the roll bucket. Labels come off on the top of the roll.

9. Thread label stock under label sensor in printer mechanism as shown. Leave three or four labels in front of printer mechanism.

10. Be sure that the sensor is positioned directly over a label rather than the web (gap) between labels.

11. Close printer mechanism cover as shown. Rotate cover until it latches securely. Printer automatically aligns to the next label.

12. Grasp sides of display and rotate downward until it latches.

13. Label stock may be torn off by either pulling upwards or pulling downwards.

14. Pressing the left printer feed button or right on the front of the display several times will ensure labels are loaded correctly.

15. Label stock may be torn off by either pulling upwards or pulling downwards.

Printing Labels

1. To print labels navigate to an item by first selecting the category of that item from the category bar along the bottom of the screen.

2. Within a category, use the arrow keys to navigate between groups of items, or tap the appropriate category as shown between these arrows.
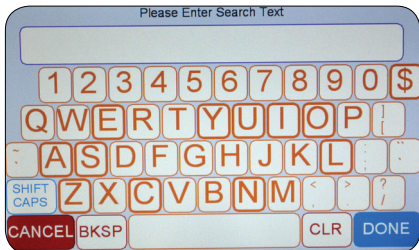

3. After selecting an item the print menu will appear. On the right side of the screen is a number pad where you can enter the desired number of labels. Press CLR to reset. To print press PRINT LEFT or PRINT RIGHT.
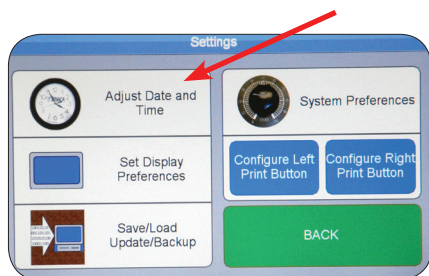
Setup

SETTINGS Button

Press the SETTINGS button to access the setup functions, as shown on the left.
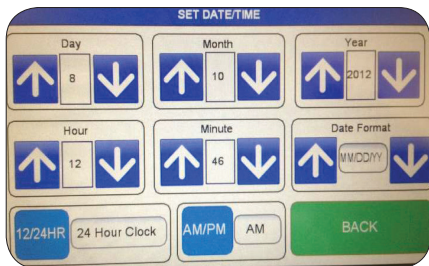
SETTINGS Button

The SETTINGS button produces a menu providing access to terminal set up functions, as shown on the left. If the system is configured with an Administrative Password the user is prompted to enter "**admin**" when the system is not already in Manager Mode.

Adjust Date and Time

This function brings up a screen allowing you to set the current date and time, as shown in the figure. For the date and time functions, use the arrow keys on the touch screen to set the day, month, year, hour, and minute.

Also on this screen there is are options for toggling between 12-hour and 24-hour clock formats (e.g. 1:00 PM versus 13:00), setting the current 12-hour format time to AM or PM and setting the date format. To save changes press the BACK button and return to the SET-UP menu. Pressing the HOME function button cancels data entry and returns to the home screen without saving.

Terminal Features

The diagram below shows the main external features of your DayMark 9700 Food Rotation Terminal.

1. Front Terminal Door: Rotates upward revealing label rolls and printer mechanisms.

2. Touch Screen Display: Dynamic center portion of display area. Arranges menu items and categories, as well as supplies navigation for terminal software.

3. Function Buttons: Permanent buttons containing main menu functions.

4. Access Door: Slide down to gain access to USB, Ethernet and SD Card ports.

5. Right and Left Printer Slot: Labels are dispensed through these openings.
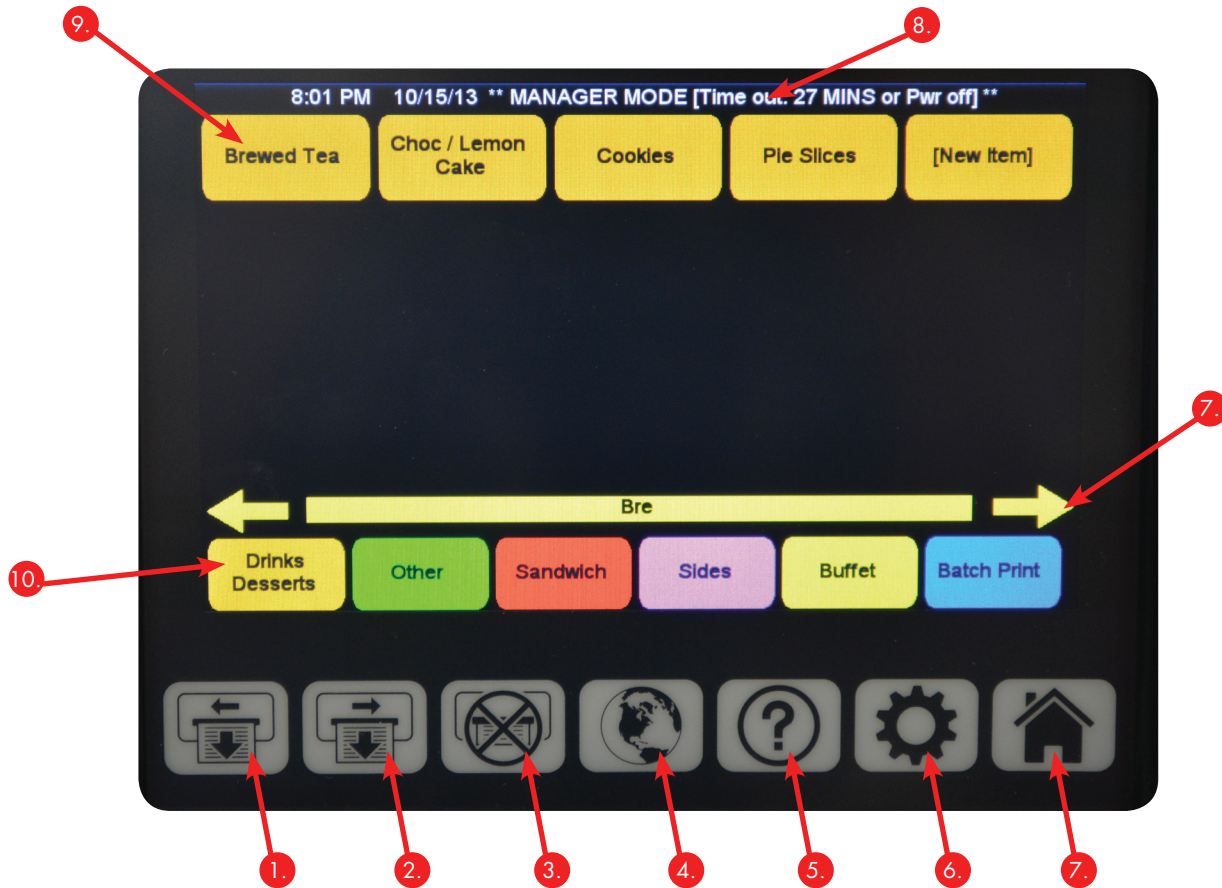
1. **FEED L:** Advances the label roll stock from the left printer slot.

2. **FEED R:** Advances the label roll stock from the right printer slot.

3. **CANCEL PRINT:** This button stops the printing of labels.

4. **LANGUAGE:** Toggles the language used to display food menu items and prompts between the default and the alternate language. Data entry of alternate language labels is documented under the editing of these labels.

5. **HELP:** Displays help screen and search function. Within this menu there is contact information for DayMark Tech support as well as several help topics with instructional walk-throughs.

6. **SETTINGS:** This menu allows the user to access system preferences like: setting the date and time, display preferences, backup and restore, system preferences and print settings.

7. **HOME:** Returns the user to the default state of displaying current item buttons.

8. **Item Category Buttons:** Category buttons represent a pre-determined list of items. Items within the category will be an identical color to the category button. Category names are not editable on the touch screen and are pre-configured and sized.

9. **Item Buttons:** These buttons select individual items, for the purpose of either printing a food safety or nutritional label, or modifying the contents of these labels. These item names can be modified, and new items can be added.

10. **Time and Date Display:** The time shown in this bar will be used to generate expiry and shelf life for labels. This display also shows when the terminal will time out and log out the current user. It is important that this time display is verified and accurate.

11. **Slider Bar:** Arrow keys allow you to navigate between multiple screens of item buttons within a category.
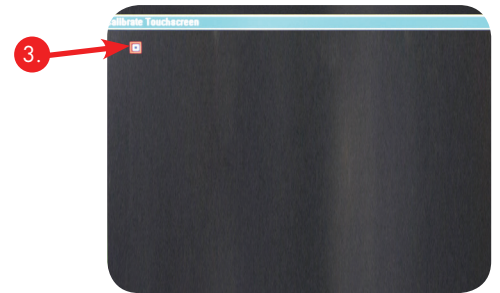
Touchscreen Calibration
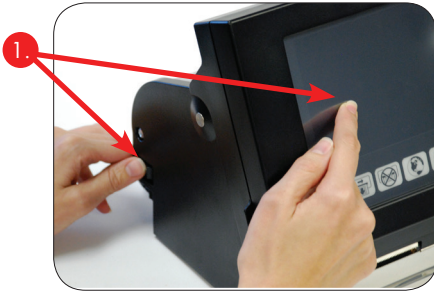
1. Touch the screen and turn on the power at the same time.
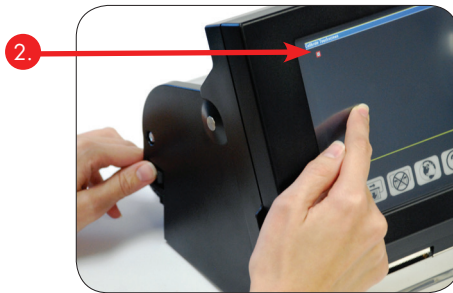
2. You will see a red box with a black dot in the middle.

3. You will be prompted to touch three points at corners of the screen to calibrate it.
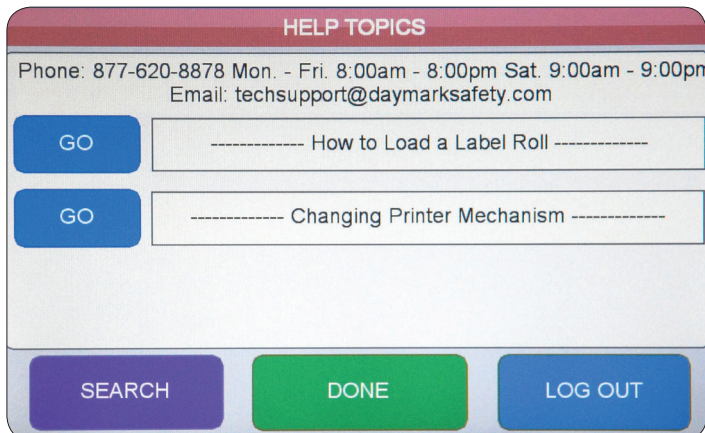
HELP Button

The HELP button brings up a SEARCH button, help topics and a LOG OUT button.

1. Help Topics

Currently there are two help options: how to load a label roll and changing the printer mechanism. Touch the GO button next to either of these options to display the appropriate HELP screen

Help sections for loading label rolls or changing printer mechanisms bring up graphics showing how to perform these operations.

Arrow keys on either side of the graphic allow you to navigate through the steps. The red X in the upper right hand corner will close the graphic steps and return you to the main help screen.

Search Function

The DayMark 9700 provides capability to search for specific items within categories by filtering the output displayed based on criteria entered by the operator. Outlined below are the steps to follow to use the search function and examples of the results.

From the HOME screen, select the "?" button from the bottom of the 9700 screen. This will bring up the HELP Screen where the SEARCH function is located.

HELP Button

1. From the HELP screen, select the SEARCH button from the bottom left side of the screen. This will bring up the SEARCH screen with its virtual keyboard.
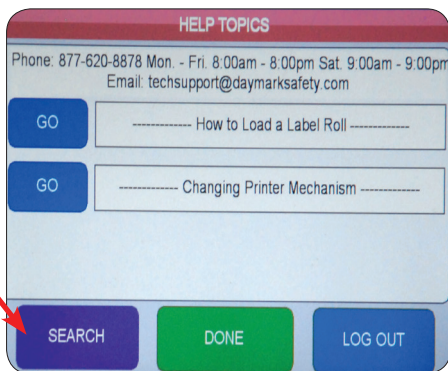
2. Using the virtual keyboard, enter the value for the product required. In the example, the operator is searching for any items in the product list with "sauce" in its name.
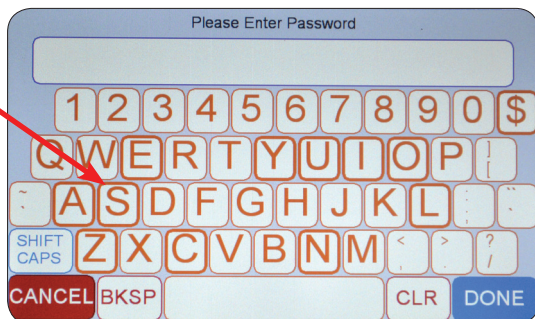
3. Press the DONE button to filter the items that will be displayed.
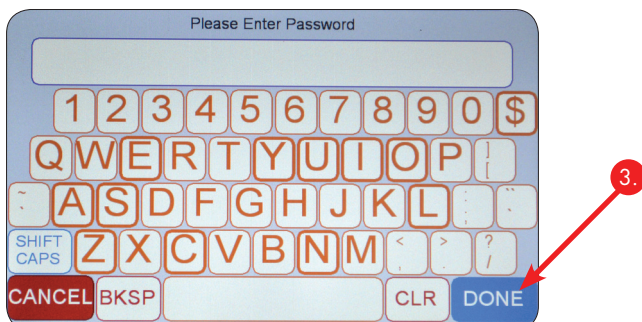
4. Once the filter value is entered, select a category group to display only the products in that group that equal the entered value. In this example, it was "sauce".
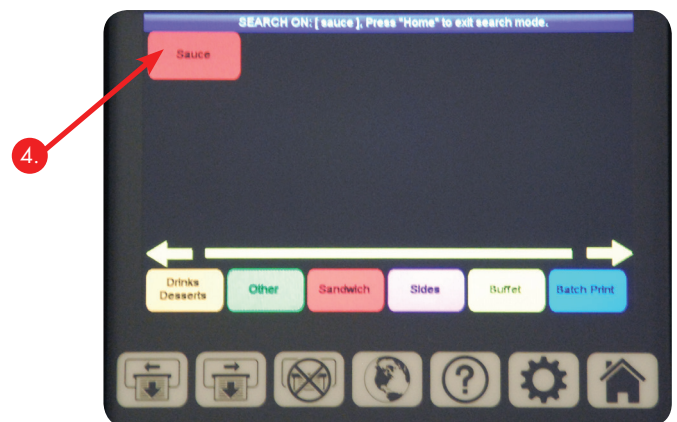
5. As the message states, to return to normal operation press the HOME on the bottom of the 9700 screen.

Save/Load Update/Backup

Backups are used to edit and/or reload specific label configurations, or to recover from hardware errors that may erase the current configuration of your terminal. You will be able to load and restore either (1) a copy of your current system information, or (2) a backup of the label data file. This will require a USB flash memory stick.

Options include:

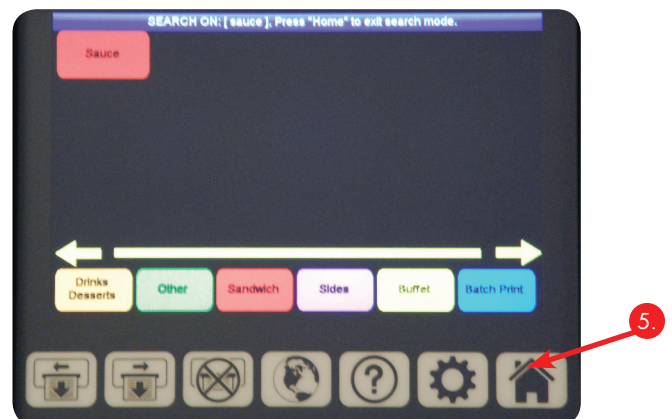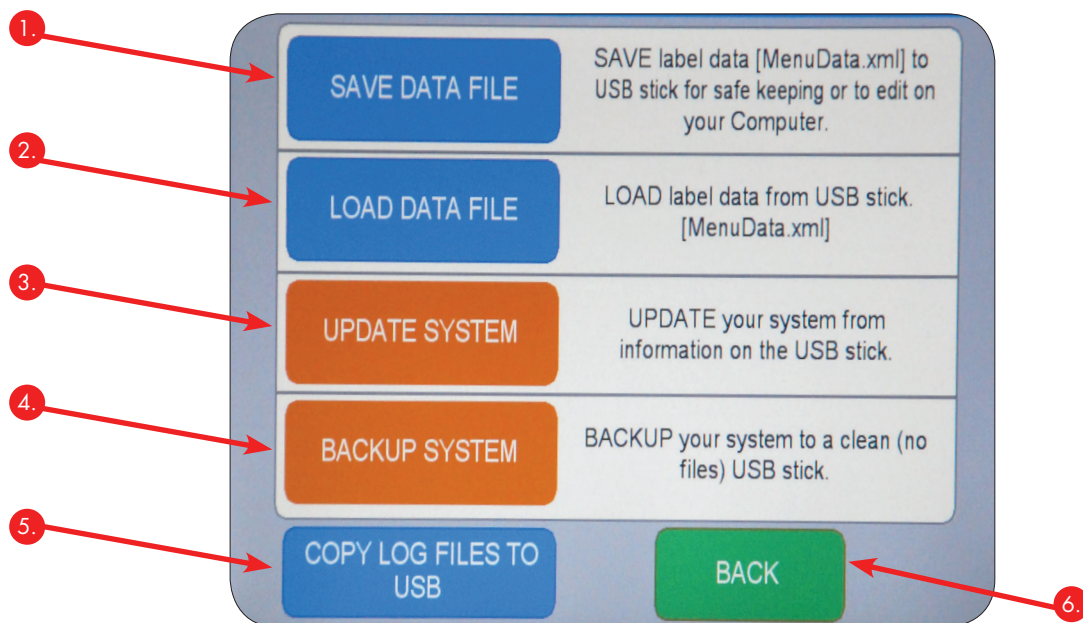1. **Save Data File:** A copy of your label data file (MenuData.xml) can be applied to a USB stick for backup purposes. This file can also be edited on your computer.

2. **Load Data File:** Use this function to load a previously saved or edited (MenuData.xml)file from a USB stick.

3. **Update System:** Use a previously saved system configuration from a USB stick to update your system.

4. **Backup System:** Creates a system back up that is then transferred to a USB stick.

5. **Copy Log Files to USB.** Log data must be copied to a USB prior to powering down the unit otherwise the log data is LOST upon shut down.

6. **Back Button:** Returns you to the SETTINGS menu.

Note: A clean USB stick is required for a system backup.

Note: Pull down the access door on the right-hand side of the screen to access the port.

After proceeding with the BACKUP or UPDATE operation, a screen confirming this operation will appear.

Are you sure you want to load Menu data into this unit?

Press cancel to abort load

OK   CANCEL
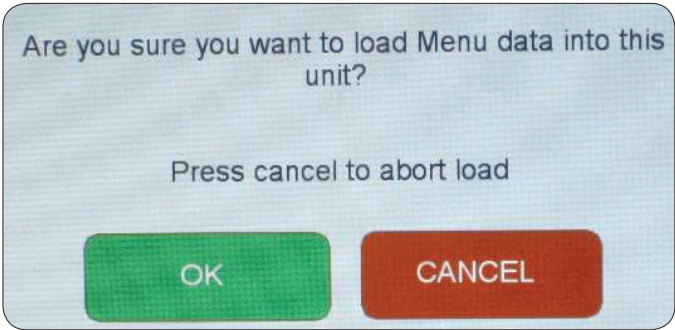
In the event a USB stick is not inserted before proceeding, an error message will be generated. Otherwise, the operation will proceed and then return to the previous menu.

USB STICK NOT FOUND! Insert USB stick into this unit. Then press OK
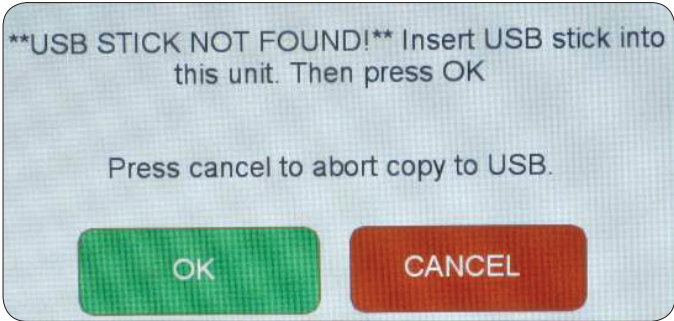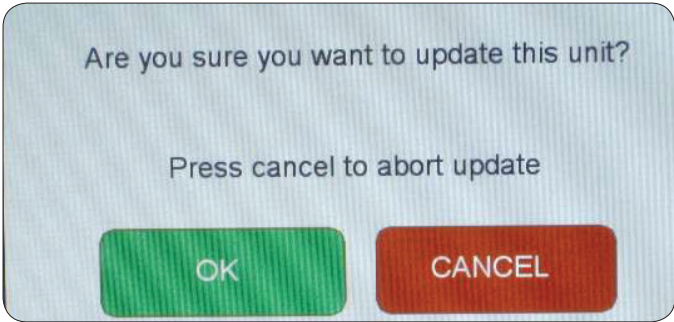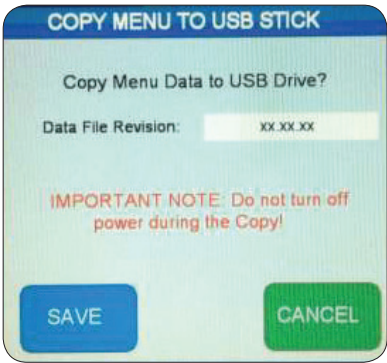
Press cancel to abort copy to USB.

OK   CANCEL

After proceeding with the BACKUP or UPDATE operation, a screen confirming this operation will appear.

Are you sure you want to update this unit?
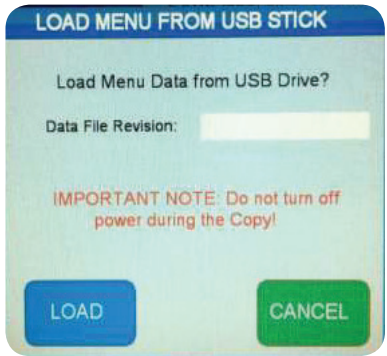
Press cancel to abort update

OK   CANCEL

In the case of a BACKUP operation, you will be prompted to insert a clean USB stick into the device's USB port as shown above. For both BACKUP and UPDATE operations, an error message will be generated if a USB stick is not inserted before proceeding.

Insert a clean (no files) USB stick into this unit. Then press OK

Press cancel to abort backup.
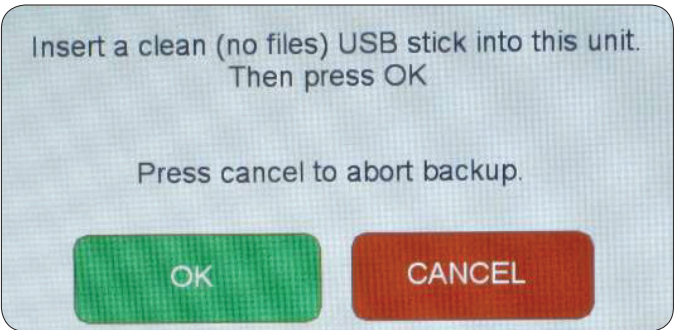
OK   CANCEL

For copying menu data files to or loading them from a USB stick, you will be prompted to use the SAVE or LOAD buttons to complete the operation.

COPY MENU TO USB STICK

Copy Menu Data to USB Drive?

Data File Revision: XX.XX.XX

IMPORTANT NOTE: Do not turn off power during the Copy!

SAVE   CANCEL

The CANCEL button will cancel this operation and return to the previous menu.

LOAD MENU FROM USB STICK

Load Menu Data from USB Drive?

Data File Revision:

IMPORTANT NOTE: Do not turn off power during the Copy!

LOAD   CANCEL

For saving or restoring your system configuration to a USB stick, you will be prompted to use the BACKUP or UPDATE buttons to complete the operation.

SYSTEM BACKUP

Backup System to USB Drive?

Application Revision: 0.00.25c-1
Data File Revision: XX.XX.XX

IMPORTANT NOTE: Do not turn off power during the backup process!

BACKUP   CANCEL

The CANCEL button will cancel this operation and return to the previous menu.

SYSTEM UPDATE

Update System from USB Drive?

Application Revision: 0.00.25c-1
Data File Revision: XX.XX.XX

IMPORTANT NOTE: Do not turn off power during the update process!

UPDATE   CANCEL
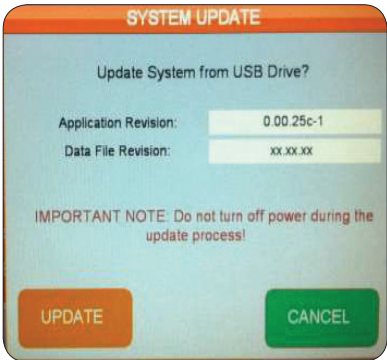
System Preferences

This menu gives you access to several settings that control permissions and warning settings.

1. Enter ID Required: This setting controls the requirement of a login prior to use of system functions. Toggle using arrow keys.

2. Label Print Warning At: This setting controls the number of labels that may be requested before a warning pop up will display. Use arrow keys to select label quantity.

3. Admin Password: This will display the current administrator password. To change the password select and replace.

4. Enter Manager On Duty: This setting controls the managers identification on certain label layouts.
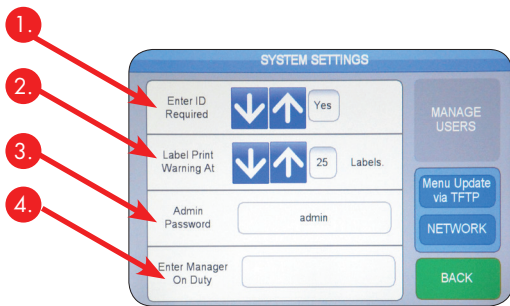

Note: For input of alphanumeric characters you be shown a keyboard like the one in the figure below. After typing the required information press the DONE key to save your work, or press the CANCEL key to revert to the original field contents and return to the previous screen.

A sample of this keyboard is shown below. Use the DONE key to save your input in the original field or CANCEL to return to the previous screen to retain previous password.
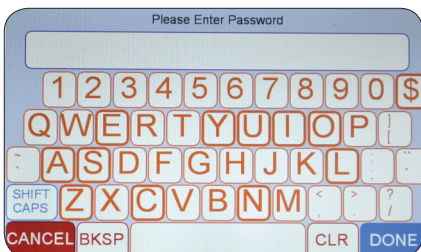
Special characters are available as pop ups beyond their root letter. To access special characters hold the root letter down (approximately 3 seconds) and the special characters list will be displayed. The following special characters are available:
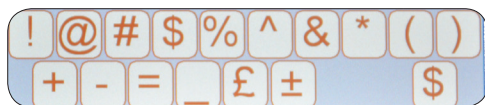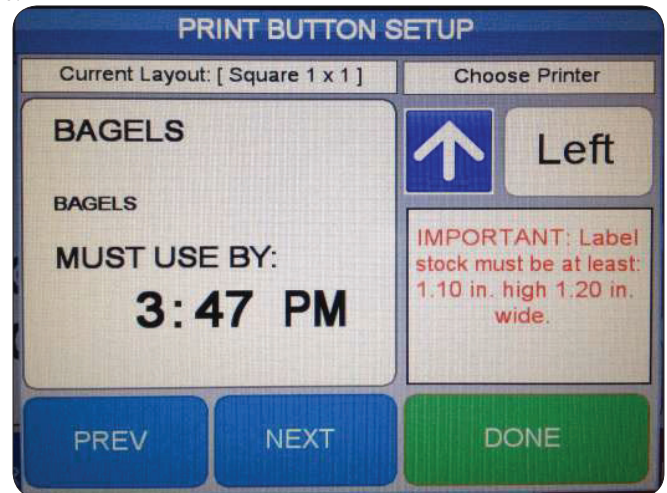

Print Settings
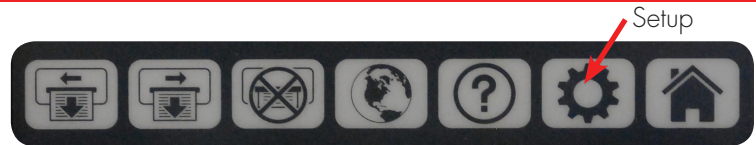
This menu selection allows you to set print options for specific label categories. When the Print Button Setup screen is accessed using the Print Settings button in the Setup screen, the category current selected in the Main Screen is edited. The last label viewed is used for the preview. If no label has been viewed the preview is blank.

Select the layout type using the PREV and NEXT buttons. Use the arrow key to select which (of up to 2) printer these labels will print to. The DONE button returns you to the Setup Options menu.

Note: The label categories are pre-configured specifically for your system. Layout choices may include food safety labels and/or nutrition labels. The former generally use the current system date and time, plus a shelf life value (programmed and edited via the MODIFY button of the item print menus), to compute the displayed expiration date and time.

Note: Make sure the correct label roll stock is loaded for the specified label. Consider printing one or two test labels to verify correct label roll stock and alignment before printing a large number of labels.

Note: The PRINT SETUP function is also entered by pressing and holding the PRINT button on the item printing menus (described in a subsequent section) for three seconds.
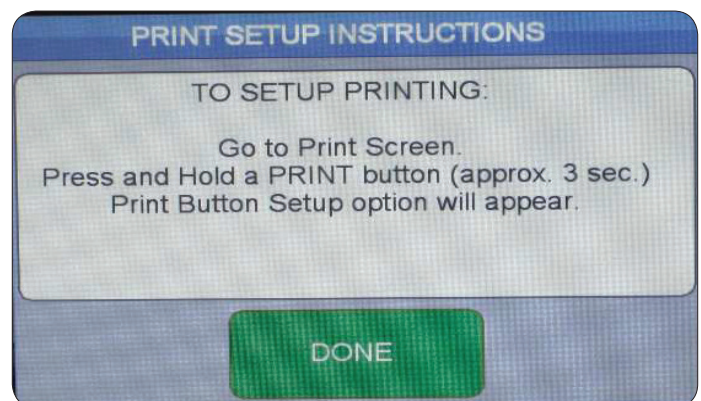
Batch Printing

Batch printing on the 9700 allows you to group items together from various categories and print them all at once. Each item can be set to print by a defined default amount. Below are instructions on how to utilize the Batch Print feature on tyour 9700.
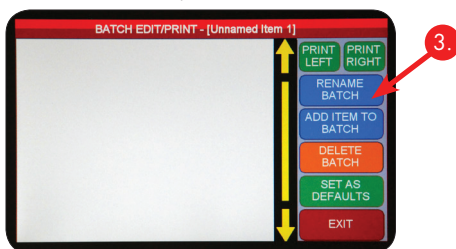
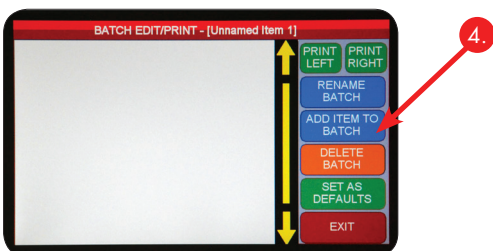1. Select the "Batch" station from the home screen.

2. Choose a preset batch.


3. Choose "Rename Batch" to personalize the batch name.

4. Choose "Add Item to Batch" to begin selecting items.
   a. After selecting this option you will be shown the Home Screen.
   b. Select a category and choose individual items to add to the Batch.

5. The selected item will now be listed in the batch list. Continue the previous steps until your batch list is complete.

6. Once the batch list is complete, you may set each item's default number of labels by pressing the number box or using the directional arrows.

7. After setting the default number for each item, press "Set as Defaults" to save your changes.
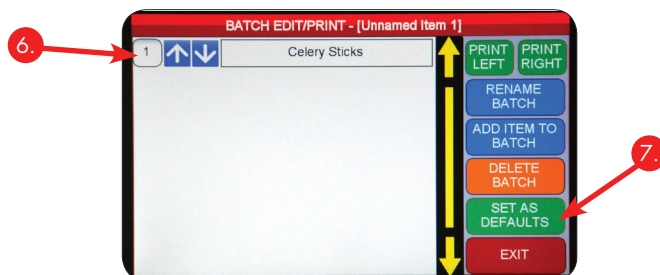
At this point your Batch is setup and you are ready to print. Choose print left or print right to print the batch list from the print mechanism of your choice.

RePan/RePrint

The 9700 has the option of allowing users to Re-Print labels with the ability to maintain the correct hold/discard times.

The Re-Pan/Reprint Button is an optional button in the print screen. It is used to change the prep time of the next label(s) printed for times when re-pan or re-packaging of product occurs. The button is normally "off" whenever the Print screen is accessed. Pressing the Re-Pan/Reprint Button causes a Date/Time Entry screen to be displayed.
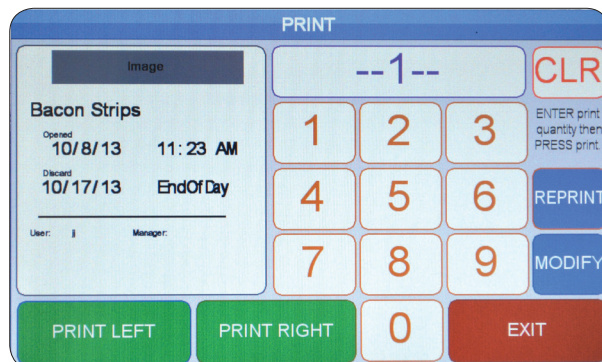
The User enters the date/time the label being reprinted was generated and presses OK. When Re-Pan/Reprint is enabled, the Re-Pan/Reprint button is highlighted and the system calculates expiration times from the entered date/time, not the current date/time. Pressing the Re-Pan/Reprint Button again turns the feature off and all labels are printed normally
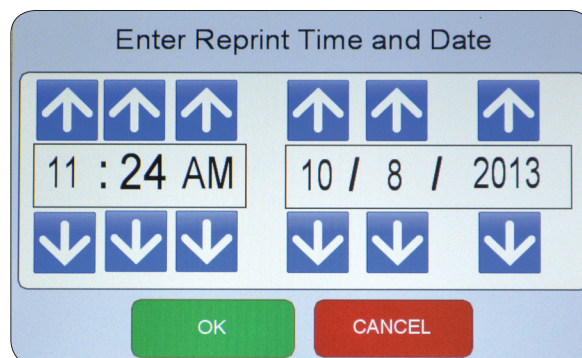
TFTP Update Process

The 9700 allows the Menu, Layout, and Batch system files to be updated using a TFTP process. The Update buttons are used to download the appropriate XML file update from a TFTP server.

In addition to the Menu, Layout and Batch file update process, the 9700 also allows the user to update any number of system files via the 'GET UPDATE PATCH' button.

When the Update Patch button is pressed, a screen is displayed with a number of Patch buttons. Each button is linked to a different zip file on a TFTP server containing any number of system files. The zip files are uniquely id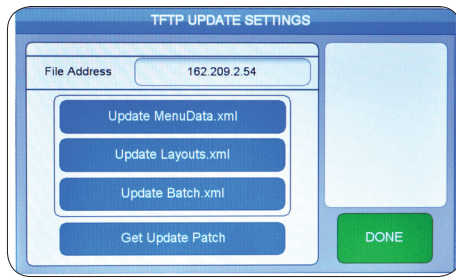entified on the TFTP Server using the payload ID as part of the file name. The design supports up to 36 different zip files.

Pressing a Patch button causes the system to retrieve the linked zip file from the TFTP server. The system installs the files contained in the zip file on the 9700 SD Card when the user exits the update screen. Once a patch has been downloaded the system prevents any additional patch downloads and the user must extract and install the patch and reboot the unit. Patch updates can be applied together with downloaded updates (to the Menu, Layout , or Batch files); a single prompt is used to confirm with user whether or not to apply the downloaded files.

Technical and Sales Support

Your terminal is backed by the resources of DayMark Safety, with dedicated technical support and sales assistance. Here is how we can help you:

Online Technical Support

Our web site at www.daymarklabels.com is your online portal to obtaining technical assistance with your 9700 Food Rotation Terminal. Click on the Support link to find support information for your 9700 terminal, including online access to documents, or contact us via e-mail at techsupport@daymarksafety.com.

Telephone Technical Support

Live telephone support is available by contacting DayMark at 877.620.8878.
To help us serve you faster, please have the following information ready when you call:

- The Model Number and Serial Number of the terminal.
- A list of any other peripheral devices attached to the same port as the terminal.
- What application software, operating system, and network (if any) you are using.
- What happened and what you were doing when the problem occurred.
- Unsuccessful steps you have taken prior to calling.

Complete 9700 User's Manual

Visit www.daymarklabels.com to download the complete 9700 User's Manual.

Warranty Policy

DAYMARK WARRANTY POLICY

ITHACA BRAND PRINTERS, INCLUDING THE ITHACA 9700 FOOD SAFETY TERMINAL, ARE SOLD TO CUSTOMER SUBJECT TO TRANS-ACT TECHNOLOGIES INCORPORATED'S MANUFACTURER'S PASS-THROUGH WARRANTY, A COPY OF WHICH IS ATTACHED HERETO; PROVIDED, HOWEVER, THE SCOPE OF WARRANTY AND CLAIM PROCEDURE SHALL BE AMENDED AS FOLLOWED:

WARRANTY PERIOD: The standard warranty is one year from the date of shipment from DAYMARK.

CLAIM PROCEDURE: To make a request or claim for service, a Return Materials Authorization (RMA) Number must be assigned by DAYMARK prior to the return of the printer. Contact the DAYMARK Technical Support Department at (877) 620-8878 with the model and serial numbers of the unit needing to be repaired.

ADDITIONAL COVERAGE: Additional levels of warranty coverage type and term lengths are available through DAYMARK. Pricing will be quoted separately.

CONSUMABLES: Use of any labels in the equipment other than those supplied by DAYMARK shall void the warranty.

EXCEPT FOR THE WARRANTIES REFERRED TO ABOVE, TRANSACT AND DAYMARK DISCLAIM ALL WARRANTIES OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, ALL WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

THE SOLE REMEDIES FOR BREACH OF ANY AND ALL WARRANTIES AND TRANSACT'S AND DAYMARK'S LIABILITY OF ANY KIND ARISING FROM ANY CONTRACT FOR SALE OF ANY PRODUCTS OR SERVICES SHALL BE LIMITED TO THE SPECIFIC REMEDIES PROVIDED HEREIN. IN NO EVENT SHALL TRANSACT'S OR DAYMARK'S LIABILITY TO CUSTOMER FOR DAMAGES OF ANY NATURE EXCEED THE PURCHASE PRICE OF THE PRODUCT OR THE PRICE FOR THE SERVICE FROM WHICH LIABILITY RESULTS.

NEITHER TRANSACT NOR DAYMARK SHALL BE LIABLE FOR ANY SPECIAL, INCIDENTAL, INDIRECT OR CONSEQUENTIAL DAMAGES OR FOR THE LOSS OF PROFIT OR REVENUE EVEN IF TRANSACT OR DAYMARK SHALL HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH LOSS OR DAMAGE.

TRANSACT WARRANTY POLICY

TransAct Technologies, Inc. (TRANSACT) warrants this printer to be free from defects in material and workmanship and will remedy any such defects according to the terms of this Limited Warranty. This Limited Warranty does not extend to consumable items, including but not limited to ribbons, inkjet cartridges, paper rolls, spindles, fuses, keys, power cords, communications cables (external to the printer), spill resistant covers and any options, attachments, or modifications not installed by TRANSACT.

STANDARD WARRANTY PERIOD

The standard warranty is one (1) year (12mo) from the date of shipment from TRANSACT's plant for the Ithaca® Brand Series 70, and the 9700 Food Safety Terminal.

The standard warranty is two (2) years (24 months) from the date of shipment from the factory for the Ithaca® Brand POSjet® 1500, BANKjet® 1500, BANKjet 2500, Series 90PLUS, Series 150, Series 800, Epic 950®, Epic 430®, Epic 630®, Epic 880®, Ithaca® 8000, Ithaca 8040, and the Ithaca 9000.

TRANSACT'S iTherm™ 280 Printers come with a standard three (3) year (36mo) from the date of shipment from the factory.

The standard warranty is 90 days from the date of shipment from TRANSACT for the Printrex 980 model printer. The standard warranty is one year from the date of shipment from TRANSACT for Printrex Brand printers other than the 980.

PRINTREX CONSUMABLES WARRANTY - TRANSACT warrants that the thermal print head will be free from defects for Expected Life of the print head but not more than one (1) year from the date of purchase. The Expected Life of the print head is considered to be the lesser of, A) fifty (50) kilometers of delivered media or B) one hundred million (100,000,000) pulses of an individual print element (approximately 12.7 kilometers of converted printout for any given print element).

TERMS OF STANDARD WARRANTY

To make a request or claim for service, a Return Materials Authorization (RMA) Number must be assigned by TRANSACT prior to the return of the printer. Contact the Technical Support Department at (877) 7ithaca or (607) 257-8901 with the model and serial numbers of the unit needing repair. The printer must be returned to TRANSACT or an authorized TRANSACT repair center, shipping prepaid, in the original shipping container and packing materials or in suitable packaging to as to not sustain damage in shipping. See the unpacking instructions in the Operator's Guide or Quick Reference Sheet to correctly repack the printer. TRANSACT does not assume the risk of loss or damage during transit. If the original shipping container and/or packing materials are not available, they can be purchased from TRANSACT.

TRANSACT USA will repair (or at its option, replace) at no charge any defective component(s) of the printer. TRANSACT USA and Authorized Repair Centers will pay the return shipping fee back to the customer at UPS Ground rates or equivalent within the continental United States. TRANSACT USA shall pay a maximum $10.00 USD for the return shipping fee for printers shipped outside of the continental United States under this warranty. Duties and taxes, if levied, shall be the sole responsibility of the customer.

TRANSACT U.K. will repair (or at its option, replace) at no charge any defective component(s) of the printer. TRANSACT U.K. will pay the return shipping fee back to the customer using TRANSACT's selected method of transit. Duties and taxes, if levied, shall be the sole responsibility of the customer.

TRANSACT will furnish all tools, test equipment, parts and labor necessary to service the printer. Consumable items requested of TRANSACT such as ribbons, inkjet cartridges, paper rolls, spindles, fuses, keys, power cords, communications cables or spill resistant covers will be provided for an additional charge (per TRANSACT current pricing schedule).

No attachments or alterations should be made without prior written consent of TRANSACT. If any such attachment or alteration, in the opinion of TRANSACT, interferes with the normal and satisfactory operation or maintenance of the printer, TRANSACT may refuse to repair such products. This includes any printers with serial number tags that have been removed, altered, or in any way made illegible

EXTENDED ONE YEAR WARRANTY

Additional warranty coverage for one year beyond the Standard Warranty Period, as defined above, may only be purchased when the printer is ordered. Printers covered by the extended warranty must be returned in the same manner as described above under the Terms of Standard Warranty.

TRANSACT USA will repair (or at its option, replace) at no additional charge, any defective component(s) of the printer. TRANSACT USA and Authorized Repair Centers will pay return shipping back to the customer at UPS Ground rates or equivalent within the continental United States. Shipping costs for printers located outside the continental United States will be the sole responsibility of the customer both to and from TRANSACT USA. Duties and taxes, if levied, shall be the sole responsibility of the customer.

TRANSACT U.K. will repair (or at its option, replace) at no charge any defective component(s) of the printer. TRANSACT U.K. will pay the return shipping fee back to the customer using TRANSACT's selected method of transit. Duties and taxes, if levied, shall be the sole responsibility of the customer.

The above Warranties shall not apply if the product has been damaged due to abuse, misuse, misapplication, accident, shipping damage (due to insufficient or incorrect packing as advised on TRANSACT packing instructions found in the Operator's Guide or Quick Reference Sheet), or as a result of service or modification by any other than an authorized TRANSACT repair center. NOTE: USE OF MEDIA PRODUCTS (INCLUDING ROLL PAPER, INSERTED FORMS, TICKETS, OR LABELS) NOT TESTED BY AND APPROVED BY TRANSACT SHALL VOID THE PRODUCT WARRANTY.

THERE ARE NO EXPRESSED WARRANTIES OTHER THAN THOSE ON THE FACE HEREOF AND DESCRIBED ABOVE. NO WARRANTIES WHETHER EXPRESSED OR IMPLIED, INCLUDING BUT NOT LIMITED TO, ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE SHALL EXTEND BEYOND THE RESPECTIVE WARRANTY PERIODS DESCRIBED ABOVE. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply.

TRANSACT SHALL NOT BE RESPONSIBLE OR LIABLE FOR ANY SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES OR LOSSES ARISING FROM THE USE OF THIS PRODUCT.

This Limited Warranty applies to TRANSACT printers sold in the continental United States. The warranty for printers purchased outside the continental United States may vary. Contact your TRANSACT dealer for warranty service information.

TRANSACT also offers a DEPOT MAINTENANCE AGREEMENT that extends coverage beyond the warranties described above. The agreement must be purchased prior to the expiration of either the standard or extended warranty. The terms of the agreement are documented. Details can be obtained from TRANSACT's Technical Support Department at (877) 7ithaca or (607) 257-8901 or from Authorized Distributors.

TRANSACT will from time to time announce the termination of production of specific products. DEPOT MAINTENANCE AGREEMENTS for discontinued products will not be sold after the announced production end date.

TRANSACT may, at its option, alter the contents of this policy at any time without notice. These changes will affect products manufactured after the effective date of this policy.

This warranty gives you specific legal rights. You may have other rights that vary from state to state.